



Information Network of Kansas Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending June 30, 2009

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For the month ending June 2009

Executive Summary

Kansas.gov is staying very busy and productive as the month of June is wrapping up. Some of the high points for this month include:

~Healthy discussions were conducted with Department of Revenue and County Treasurers in preparation of a rollout of over-the-counter payment processing for local and state government in Q3 or Q4 of 2009. This system will be set up for county treasurers to process both credit and debit card payments at the counter. Kansas.gov will offer MasterCard, VISA, American Express and Discover in a blended rate, and also offer a low fee for debit cards. Continued discussions and gathering requirement will occur in July with all parties.

~Continued discussions regarding KIC's support ticketing system and elevation criteria. Kansas.gov team worked internally to refine this process and a met with key partners from the board (SOS and KDOR) and Jim Hollingsworth.

~Launched the following marketing activities and tactics to help drive awareness of the new and improved Kansas.gov Content Management System, KanSite (www.kansas.gov/kansite).

- Marketing Activities
 - Press release targeting Kansas state & local agencies & associations. The exposure resulted in a 161% lift in overall KanSite page views.
 - Leveraged social network placements (Twitter, Facebook, BlogSpot) aligned with press release communication.
 - Compiled and delivered over 400 KanSite Introduction Packets to potential partners in state & local government.
 - Developed KanSite Partner Training Plan and User Manual.
 - Launched the following new sites:
 - Partner Resource Center (www.kansas.gov/partner)
 - KanSite - Local Version
- Marketing Tactics
 - Began making follow-up calls to all potential state & local agency and association partners on KanSite Introduction Packet mailing list to offer a demonstration and discuss further benefits of KanSite.
 - Held a KanSite demonstration for Kansas Mentors program with the Kansas Department of Health and Environment. Kansas.gov received a signed contract and letter of acceptance for small CMS site. The new Kansas Mentors site is planned to launch July 31.

~Judy Weems, new Help Center Representative, started in June replacing Leesa Christopher (relocating to another state). Judy is very familiar with the Kansas.gov organization as she worked as a temp in late 2008 into early 2009. This will allow for an easy transition period for this position.

Please contact me if you have any questions at 785.296.5275 or via email at lisa.counts@www.kansas.gov.

Respectfully submitted,

Lisa R. Counts

Lisa R. Counts, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted during the month of June.

Contracts for Approval

No new contracts were submitted during the month of June.

New Applications Deployed

Project Name	Agency	Deployment (Month)
Optometry License Portal	KSBE0	Feb-09
License Renewal 2008	KsBN	Mar-09
KanSite – The Content Management System	KIC	May-09
UCC Weekly Batch	SOS	Jun-09

Applications in Development

Project Name	Agency	Scheduled Finish (Month)
License apps and renewals	BOC	Jul-09
Search Suite	COTA	Jul-09
Attendant License Verification	KSBEMS	Jul-09
Promotional KANNCheck Subscription	KsBN	Jul-09
Tax Payment Portal	KDOR	Aug-09
Over-the-Counter Payments	KDOR	Sep-09
Grant Portal Phase 3	GOV	Oct-09
License Renewal	KSBMA	Nov-09
Recovery.gov	DOA	Nov-09
SGCO Legacy DCRS 2009 Rewrite	OJA	Nov-09
WYCO Legacy DCRS 2009 Rewrite	OJA	Nov-09
Lodging License Renewal	KDA	Nov-09
Homestead Refund Claim	KDOR	Dec-09
Restaurant License Renewal	KDA	Jan-10
PVD on Orion	KDOR	May-10
HOC Exam Application	KDHE	TBD
HOC Change of Address and License Replacement	KDHE	TBD

Project Change Requests Deployed

Project Name	Agency	Deployment (Month)
KBC: (AOI, NR, NA) KBC upgrade	SOS	Jan-09
HOC CRC Admin Orders Detail Report	KDHE	Jan-09
RO/RA: Create image when user doesn't view	SOS	Feb-09
License Renewal Feb 09 Cycle Mods	KSBHA	Feb-09
Ambulance LR April 2008 Modifications	KSBEMS	Feb-09
WebFile 2008 Tax Year Modifications	KDOR	Mar-09
Appraiser License Renewal 2009 Modifications	KREAB	Mar-09
HOC CRC Add Subscriber Option	KDHE	Mar-09
HOC CRC Modify DOB Validation	KDHE	Mar-09
Registered Offender Update FAQ Text	KBI	Mar-09
Nurse LicRen Audit Requirements Change	KSBN	Mar-09
HOC CRC Domain Change	KDHE	Mar-09
PVD: Phase 1 Change Content	KDOR	Apr-09
Verification: Change Contact page	KBOP	Apr-09
Verification: CEU: Error Message change	KREC	Apr-09
ALR 2009 CEU Modifications	KREAB	Apr-09
License Renewal May 2009 Modifications	KSBHA	May-09
Annual Report 2009 Modifications	KSBN	May-09
PI License Verification 2008 Modifications	KBI	May-09
CPA: Allow decimals in CPE field	BOA	May-09
CPA: Change Text on Disclosure statement	BOA	May-09
LR: 2009 Enhancement - Functional Changes	KBOP	May-09
LR: 2009 Enhancements - Content changes	KBOP	May-09
Pesticide Licenses June 2009 Modifications	KDA	Jun-09
Bills: Keyword Search	LEG	Jun-09
Name Change:Add "Who Can File" Content	SOS	Jun-09
Digital ID Branding	ITIMG	Jun-09
UCC Search: Search Logic Update	SOS	Jun-09

Project Change Request in Development

Project Name	Agency	Scheduled Finish (Month)
LR HTML Report Add Exempt Radiologic Technologist Question	KSBHA	Jul-09
LR HTML Report Add Insurance Audit	KSBHA	Jul-09
LR HTML Report Nov 08 Mods	KSBHA	Jul-09
KANNCheck Add Voucher Payment Option	KSNB	Jul-09
DCRS Instant Access	OJA	Jul-09
KanForm v2	KIC	Jul-09
Kanview: Add Salaries	DOA	Jul-09
Point KAR page to SOS site	LEG	Jul-09
Name Availability: Process update	SOS	Jul-09
Name Change NA process update	SOS	Jul-09
Name Reservation: NA process update	SOS	Jul-09
IFTA Renewal: 2009 Modifications	KDOR	Aug-09
Edit Address Confirmation Page	KBTP	Aug-09
Conc. & Carry: 2009 Updates	KSAG	Aug-09
UCC Rewrite and Redaction	SOS	Aug-09
License Renewal: Add ACH	BSRB	Aug-09
Pesticide Licenses June 2009 Modifications	KDA	Aug-09
Disso: Create Admin site	SOS	Aug-09
UCC: Filing: Create Admin site	SOS	Aug-09
HOC LR Change Address Field Validation	KDHE	Sep-09
License Renewal: Admin Site Rewrite	KDB	Sep-09
AOI: Add Prof LLC Type	SOS	Sep-09
HOC LR Import Notification	KDHE	Oct-09
LR: Add additional disciplinary questions	KREC	Oct-09
WebFile Income 2009 TY Mods	KDOR	Nov-09
BESS: 2009 Enhancement	SOS	Nov-09
WebFile Income 2009 Redesign and Rewrite	KDOR	Nov-09
Disso: Add Type Code PL	SOS	Nov-09
AOI: NA process update	SOS	Nov-09
Amber Alert Add Second Victim	KBI	Nov-09
RORA: Add type code PL	SOS	Nov-09
WebFile Homestead 2009 TY Mods	KDOR	Dec-09
Bills: Rewrite Keyword search	LEG	Dec-09
CGS/LGS Combine	SOS	Dec-09

Name Change: Add Link for who can file	SOS	Jan-10
License Renewal Redesign and Rewrite 2009	KSBHA	Oct-10
UIPB Add CCD Format	KDOL	TBD
UIPB Modify Failed Payment Processing	KDOL	TBD

Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from June 1 - 22:

<u>Month</u>	<u>Live Chat</u>	<u>Email</u>	<u>Cases Reported</u>
Jan-09	55	157	385
Feb-09	23	416	159
Mar-09	76	570	269
Apr-09	35	562	286
May-09	29	346	330
Jun-09	21	427	311

Site Promotions

~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on June 8 and June 22.

~In an effort to build an online community for citizens to showcase their Kansas photos with ease, Kansas.gov launched enhancements to Kansas.gov Photo Gallery (<http://www.flickr.com/groups/ksgovernment/pool/>).

Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from June 1 – 22:

<u>Page</u>	<u>Page Views</u>	<u>Time on Page</u>
Government	48,322	50.59
Services	24,319	63.53
Business	14,221	56.21
Subscribers	13,364	61.52
Tiles	12,496	83.60
Tourism	9,506	59.25
Community	5,391	62.26
Help Center	3,495	67.45
Education	2,705	50.10
Photo Gallery	1,563	71.60

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from June 1 - 22:



<u>Zone</u>	<u>Feature</u>	<u>Page Views</u>
Primary	Registered Offender Search	233
	District Court Record Search	186
	Visit Kansas	227
	Day Trips	110
	Trip Planner	102
Secondary	Agency & Association Listing	1091
	Business Entity Search	578
	Starting a Business	428
	Trip Planner	398
	State Government Jobs	386

Marketing

~In coordination with NetWork Kansas, Kansas.gov launched a press release on the Kansas Business Center (focused on the benefits that the Network Kansas Referral Coordinators provide). Network Kansas delivered the press release to their local (Kansas) contacts, resource partners, clients, newsletter subscribers and we delivered the press release at a national level. See below for more details. The exposure resulted in a 5% lift in overall Kansas Business Center page views.

~Launched the following marketing activities and tactics to help drive awareness of the new and improved Kansas.gov Content Management System, KanSite (www.kansas.gov/kansite).

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~In working with Duncan Friend and Jim Hollingsworth, Kansas.gov prepared and submitted the following award submissions:

- Submitted applications within three categories for the 2009 NASCIO Recognition Awards. This award places emphasis on recognizing those information technology initiatives which exemplify best practices, support the public policy goals of state leaders, assist government officials to innovatively execute their duties, and provide cost-effective service to citizens.
- 2009 Best of the Web (BOW) application featuring www.kansas.gov. The BOW award recognizes and honors outstanding government portals and Web sites based on their innovations, functionality and efficiencies.

~In an effort to drive awareness of the Kansas County District Court Search service, Kansas.gov attended the following conferences:

- Kansas.gov managed an exhibitor's booth at the Kansas Paralegal Association's Annual Conference on June 12 at the Topeka Convention Center. The exhibitor's booth and an 8 ½ x 11 advertisement promoting the District Court Record Search were provided to Kansas.gov for FREE due to our partnership with KPA.
- Kansas.gov managed an exhibitor's booth at the Joint Judicial Conference and Kansas Bar Association Annual Meeting on June 18 and 19 at the Sheraton Overland Park Hotel in Overland Park, Kansas. Promotional efforts were focused on Kansas County District Court Search and highlighted that the "Instant Access" feature was coming soon.

~In support of the Over the Counter initiative, Kansas.gov created a survey that will be delivered out to all of the County Treasurers via Nancy Weeks to assist with gathering requirements. This will ensure the best possible solution is selected to meet the needs of all parties involved.